

CITY OF HAYWARD LIBRARY COMMISSION
Hayward Public Library
Administrative Office
835 C Street, Hayward

A G E N D A

Monday
April 19, 2004 - 7 PM
Library Commission Meeting

1. *Call to Order*
2. *Pledge of Allegiance*
3. *Roll Call*
4. *Minutes of Meeting of March 15, 2004*
5. *Public Comment*
The Library Commission welcomes public input. The first part of Library Commission Meetings is devoted to hearing comments from the public regarding general Commission business. Public Comment on specific agenda items may also be offered during the public input period. However, because of the Brown Act, the Commission cannot discuss or vote on any item raised by the public or any of its own members unless the item appears on the posted agenda. (Individual comments are set at a 3-minute time limit; comments on behalf of a group are set at a 5-minute time limit.)
6. *Friends of the Hayward Public Library Report*
This time is provided for the Library Commission Liaison of the Board of the Friends to report on the activities of that group.
7. *BALIS/System Advisory Board (SAB) Report*
This time is provided for a report from the Bay Area Library and Information System (SAB) Representative.
8. *New Business*
 - a. *Literacy Plus Program.* Cynthia Breeden, Literacy Program Coordinator, will make a presentation on the Literacy Program of the Hayward Public Library and current fundraising efforts for the program.

b. Proposed Changes to the Library General Schedule of Charges. The Commission will discuss and take action on the proposed changes to the Library Schedule of Charges in the City of Hayward Master Fee Schedule for FY 2004-05.

c. National Library Week. The Library Director will make a presentation on Bay Area wide plans for celebrating libraries April 18-24, 2004.

9. Library Director's Report

Report on the status of library activities and statistics including the areas of Administrative Services, Adult Services, Youth Services, Library Operations and the Literacy Program.

10. Library Commission Report

This time is provided for Commissioners to share information on Library activities in which they have been engaged or in which they will participate.

11. City Council Liaison Report

This time is provided for the City Council Liaison to share information on City matters that are of pertinence to the Library Commission.

12. Agenda Building

This time is provided for Commissioners to request items to be listed specifically on the Library Commission Agenda for coming months.

13. Meeting Evaluation

This time is provided for Commission feedback regarding the meeting - noting procedures that were productive, identifying methods that could be adopted to improve effectiveness.

14. Adjournment



Assistance will be provided to those requiring accommodations for disabilities in compliance with the Americans with Disabilities Act of 1990. Please request the accommodation at least 48 hours in advance of the meeting by contacting Marilyn Baker-Madsen at 510/881-7954 or by calling the TDD line for those with speech and hearing disabilities at 510/293-1590.

CITY OF HAYWARD
Minutes of the Library Commission Meeting
March 15, 2004

Administrative Office
Hayward Public Library
835 C Street, Hayward

1. Call to Order

The meeting of the Hayward Library Commission was called to order by Commission Chair Glines at 7:04 PM.

2. Pledge of Allegiance

Commissioners recited the Pledge of Allegiance.

3. Attendance	Present	Present	Absent to Date
	This Meeting	To Date	This F/Y
Linda Bennett	X	7	0
William Burnside	X	7	0
Jessica Fields	X	6	1
Elsa Glines	X	7	0
Bill Quirk	X	7	0
Elizabeth Schluntz	X	6	1
Helen Wu	X	7	0

Liaison: City Council Member Doris Rodriquez

Staff: Marilyn Baker-Madsen, Library Director
Linda Atwater, Administrative Secretary
Bennett Jacobstein, Adult Services Manager

4. Minutes of the Meeting of February 23, 2004

Board Action: It was moved and seconded (Wu/Burnside) to approve the minutes of the meeting of February 23, 2004. Motion carried.

At this time, the Library Commission moved to the Agenda Item of New Business.

5. New Business.

a. Adult Services Presentation. Bennett Jacobstein, Adult Services Manager, provided a presentation on the Adult Services Department. Adult Services is comprised of the Adult Services Manager, four full-time Librarians, and three part-time Librarians. Their primary function is to provide a variety of information service, develop the collection, offer an orientation to the Library to customers, sponsor programs, provide special services such as "Senior Outreach", and develop and provide information fliers. At this time, the Library is down three Librarian positions, all from the Youth Services Department. To help meet the vital and important needs of children, Adult Services librarians are also providing service in the Youth Services

Department. (A copy of the outline from the presentation is included as an attachment to the minutes.)

6. **Public Comment.** No public comment offered.
7. **Friends of the Library Report.** The Friends of the Library Report was provided by Commissioner Bill Quirk, President of the Friends of the Hayward Public Library. The next "Bigger Than Usual Booksale" is scheduled for June 3, 4 and 5. Two other announcements were made. Ilene Rockman, Vice President of the Friends will be the recipient of an award from State Senator Liz Figueroa. The Friends will be the cosponsor of a fundraising event for the Literacy Program. The event is scheduled for February 12, 2005. More information on these announcements will be made under the Library Director's Report.

At this time, the Library Commission returned to the Agenda Item of New Business.

b. **FISH! Customer Service Training.** The Commission viewed a video that will be used to train Library employees in customer service techniques. FISH! philosophy is based on Pike's Place Fish Market, in Seattle, which has identified four simple rules for maintaining employee morale and delivering exceptional customer service. The four rules are:

1. Play - have fun at work by enjoying your job. Focus on what you can do in your job to make your work more interesting and fun.
2. Make your customer's day. This requires surprisingly little effort, and yields great returns.
3. Be there for your customer - be attentive, focused while talking with them.
4. Choose your attitude. Increase the energy you bring to your job. Choose not to allow something or somebody upset you, make you angry or hurt your feelings.

8. **Library Director's Report.** The Library Director referred Commissioners to the activity report for current library news, and distributed an updated Statistical Summary Report.

The Library will be closed on Monday, May 24, 2004 for the purpose of the all staff training day. In addition to the training on customer service, the day will include a presentation by two Police Officers on personal safety, and a session led by Dave Harding, the City's Trainer, on serving customers with mental retardation or cognitive disabilities.

During the recent Library planning process, basic literacy was identified as the primary service choice by the community. The Library Director provided the Commission with information on the various funding resources that have supported the Literacy Program and the loss/reduction of some of those resources. The Literacy Council is in the development stages of a program to raise awareness about the Library and literacy, and raise funds for the Literacy Program. The Friends of the

Library have expressed interest in joining the effort. The event is tentatively scheduled for February 12, 2005, with a theme of "Be Our Valentine."

National Woman's History Month is celebrated during the month of March. The California State Senate honors outstanding women throughout the state, with legislators selecting women from their district who have demonstrated a commitment to helping others in their community. Ilene Rockman is one of eleven women who will receive this honor.

National Library Week will be celebrated April 18-24, 2004. The BALIS Public Information Committee (PIC) has developed a Bay Area wide public awareness campaign called Discover the Bay Area's Best Value...Your Library. The campaign will consist of public service announcements, media releases, poster advertisements on the backs of buses (called "bus tails"), and feature and/or live coverage for events.

The Hayward Public Library will host two programs for National Library Week. On Monday, April 19th at the Main Library, Dan Chan Magic Man will perform at 7 PM. "What's Up Big Band" will perform at the Weekes Branch Library on Thursday, April 22nd at 7 PM.

The Library Director provided an update on the development of the budget for Fiscal Year 2004-2005 and the tentative timeline. City Council Work Sessions will be held on May 18th and May 25th, a Public Hearing on the draft budget will be held on June 1st and a hearing to adopt the budget will be held on June 15th. The budget narrative and revenue projections have been developed. Upon the City's establishment of budget reduction targets, the operating budget will be developed. The Library Department will be proposing changes to its portion of the City's Master Fee Schedule and this proposal will be presented to the Library Commission for discussion at their next meeting.

9. **Library Commission Report.** On March 13th, CALTAC presented its annual spring workshop in library leadership called Carpe Diem - Seize the Day. The workshop focused on Visibility, Advocacy, and 21st Century Library Service. Library Commissioners Bennett, Glines, and Wu attended the workshop that was held at the San Jose Library and provided report on their attendance. Speakers included Diana Paque, Library of California Director, San Jose Mayor Robert Gonzalez and Jane Light, Director of San Jose Public Library. The afternoon session featured a panel on Library Advocacy.

Library Legislative Day is scheduled for April 21st and Commissioners discussed possible attendance. Commission Chair Glines and the Library Director attended the event last year. Commissioner Wu may be able to attend. The Alameda County Library System sends a large contingent each year and the Library Director can coordinate attendance with that group.

The Library Director distributed copies of the latest library legislation bulletin as provided by California Library Association library lobbyists Mike and Christina Dillon.

Commissioner Quirk advised the Commission that he will be at the next Library Commission meeting, as the President of the Friends of the Library. He commented that the Mayor appoints the City Council liaisons to the various City Board and Commissions. He assured the Commission that one way or another he would continue to be working on library issues.

10. **City Council Liaison Report.** City Council Member Doris Rodriguez advised the Commission that there may be some reorganization with regard to various City Committees. For instance, there was a tech committee, which may go by the wayside, as there have been City hires in that regard and the City's technology is up to par. It appears that there will be two new members to the City Council, both of whom are interested in library service and in the community. Council Member Rodriguez commented on the positive aspects of having new energy and viewpoints on the Council. She has enjoyed her twelve years of service to the City as a member of the City Council and spoke of some of her experiences during her tenure. She thanked the Library Commission for the opportunity to be the liaison.
11. **Agenda Building.** Items for the April Library Commission Agenda were discussed. The Literacy Program Coordinator will be invited to do a presentation on the Literacy Program. The Library Director will include the proposal for increasing Library Fines and Fees in the Library Commission Agenda Packet to provide Commissioners with time to review the material.
12. **Meeting Evaluation.** Commissioners found the information contained in the presentation conducted by Adult Services Manager Bennett Jacobstein to be useful and informative. The video presentation on FISH! Training was enjoyed by everyone.
13. **Adjournment.** The meeting was adjourned at 9:00 PM and Commissioners toured the newly expanded Literacy Offices.

Attachment to the Library Commission Minutes

Adult Services Presentation provided by Bennett Jacobstein, Adult Services Manager

The Adult Services Department provides service to adults, Young Adults, and teenagers and the Young Adult Collection is located on the main floor.

The Adult Services Department includes Bennett Jacobstein, Adult Services Manager; Denise Evans, Heidi Ontiveros, Pat Louie and Jody Snyder, full time Librarians; and Abbe Kalos, Eugene Marangoni and Susan Rosenblatt, part-time Librarians.

Primary Functions of the Adult Services Department are to:

- Provide information services of all types
- Library orientation (showing people what is where)
- Programs such as "Lawyer in the Library"
- Special services such as "Senior Outreach"
- Provide informational fliers (examples were displayed)

The Internet has had a tremendous impact on how Librarians provide service. Bennett worked at the Hayward Public Library from 1987 to 1993 (as the Systems Manager), was away for 9 years, and returned in 2002 as the Adult Services Manager. When he left in 1993, the Internet was something that was just starting, and now it is a part of everyday life. Bennett noted that when things change gradually, the impact isn't really noticed. However, with him having been away for the 9 year period, he sees an incredible change in the way Library service is provided.

There are two different ways that the Internet has changed what the Adult Services Librarians do. The first is in the way that questions are answered. Four examples of questions asked this past week were provided:

- Finding a celebrity's birth date
- What was closing price of a stock on a given date?
- Song lyrics
- When does AC bus #88 stop in front of the library?

Bennett explained the various search methods that librarians could use to answer the questions, using research tools that were available before the Internet, and also with the resources available on the Internet.

The second way that the Internet and computers have changed the role of Adult Services Librarians is in the way service is provided to customers. Librarians spend much time helping customers with Internet and other computer issues. There is a high demand for use of the computers and the Internet, and many customers seek assistance in getting onto the Internet, troubleshooting problems such as programs that fail to download, and answering word processing questions.

Hayward has a large percentage of residents who do not have Internet access available to them in their homes. The Hayward Public Library is their primary connection to this service.

Many organizations and agencies advise their clientele that the way to obtain the information they are seeking is via their website. For instance, the Alameda County Housing Authority updates the listing of available subsidized housing on a weekly basis. The list is no longer available in print format from the Housing Authority and clients are advised to access the Internet for the information. Last week, a large ad appeared in the Daily Review with regard to employment opportunities with Burlington Northern Railroad. Application could only be made via the Internet.

An overview of the new challenges that librarians face was provided:

Reduction in resources (less staff means streamlining processes such as purchasing procedures and cataloging instead of doing it in-house)

Changes in the library's clientele and the needs of the clientele

New technologies (services delivered via the Web).

Based on this, three new areas have been identified as to where to redirect the off-desk time for the Adult-Services librarians:

Life Needs (employment, housing, medical, legal)

- Improve our collection of materials in these areas
- Improve easy access to our collection of materials in these areas
- Develop pathfinders and other tools to assist patrons with these types of questions
- Organize programs with outside experts
- Establish better contacts with Eden I&R and other agency providers

Web

Coordinate with City Webmaster to:

- Maintain Ready Reference Links
- Establish and Maintain Information and Referral File
- Establish and Maintain book lists, pathfinders, etc.
- Update current programs and current events on web site.

Donations/Development

- Actively promote "Adult-A-Book" and/or other programs to increase donations of specifically needed materials
- Determine which donated materials should be added to collection based on newly established guidelines.

VII. LIBRARY

A. GENERAL SCHEDULE OF CHARGES

1.	Overdue Fines:	
a.	Print material and sound recordings	\$0.10/day (maximum cost of item)
b.	Video cassette tapes and DVD's	\$1.00/day (maximum cost of item)
c.	Cameras	\$0.50/day (maximum cost of item)
d.	Reference materials (return within 7 days)	\$3.00/day (maximum cost of item)
e.	Billing Fine – reference materials (returns after 7 days)	\$75.00
f.	Billing Fee – cameras	\$55.00
g.	Billing Fee – all others	\$20.00
h.	Fine Limit (non-returns)	Original cost of item plus Billing Fee
2.	Replacement of Lost/Damaged Pamphlet or Picture (includes \$0.50 for Barcode Replacement)	\$1.00
3.	Replacement of Lost/Damaged Audio/Visual Case	
a.	Multiple Cassettes/CD/DVD Cases	\$4.50
b.	Single Cassettes	\$0.75
c.	Cassette Bags	\$1.00
d.	Single Compact Disc and DVD Cases	\$1.75
e.	Video Cassette Cases	\$1.50
4.	Agendas and Minutes – Library Commission	\$20.00/yr
5.	Inter-Library Loan (+ any charges imposed by the lending library)	\$1.00
6.	Processing fee for lost item in addition to original cost of item	\$3.00
7.	Replacement of lost library card (borrower's card)	\$1.00
8.	Replacement lost/damaged bar codes	\$0.50
9.	Library long-range planning document (copy cost)	\$20.00/year
10.	Teacher Loan Box (includes \$0.50 for Barcode Replacement)	\$3.00

City of Hayward
HAYWARD PUBLIC LIBRARY

March 1, 2004

To: Marilyn Baker-Madsen, Library Director
From: Library Operations Manager

**Proposed Increase in Overdue Fines,
Interlibrary Loan and Processing Fees**

Proposal:

To increase the fine charged for each item returned past the due date for most library material from 10 cents per day to 25 cents per day, to increase the Interlibrary Loan Fee from \$1.00 to \$2.00 per request and to increase the processing fee from the current \$3.00 per lost item to \$5.00. The purpose of this proposal is to increase Library Department revenue to help offset anticipated budget reductions in the 2004/2005 fiscal year and to help recover costs associated with the Interlibrary Loan service and processing of lost items.

The current fine rate of 10 cents per day was established at this level prior to my tenure at the Hayward Public Library which began in 1968 and has not increased in over the past 35 years. The fee for Interlibrary Loan services was increased in the mid 1990's from \$.50 to \$1.00. The processing fee of \$3.00 was established in the early 1980's and has not increased since its inception. A survey of the eight other libraries that belong to the Bay Area Library Information System, the San Leandro Public Library and the five City supported public libraries on the peninsula closest to Hayward Public Library was conducted recently. Most of the other public libraries have increased their overdue fines over the past few years to \$.20 or \$.25 per day, Interlibrary Loan fees to at least \$2.00 per transaction and their processing fees to at least \$5.00 per item. Copies of the surveys are attached to this document.

Projected Revenue Increase

Through printouts recovered from the cash register used at the Main Library, a projection can be made as to the revenue increase that might be generated by an increase in the rate of overdue fines from 10 cents per day to the proposed 25 cents per day. The cash register stores data from the point it was put into service in December 1997 to the present. Staff enters monies received in six separate categories in the register: Fines, Lost/Damaged Items, New/Replacement Library Cards, Reserve Fees, Funds collected for the Friends of the Hayward Library and Miscellaneous, (which is monies collected that do not fit in the other five (5)

categories). Over this six (6) year period, the total transaction dollar total entered at the Main Library was \$388,328. Of that amount \$314,958 was collected library fines, which is over 81% of the total monies collected.

Dividing the total amount of fines collected by this six-year period, the approximate average amount of fines collected per year is \$52,493. As some of the fines collected are from overdue videos and DVDs which are charged at a rate of \$1.00 per day, not all of the revenue generated is from all of the other library material at the 10 cent per day rate. Videos and DVDs make up approximately 20% of the circulation of library material (established from the 2002/2003 fiscal year end circulation statistics). Reducing the annual average amount of fines collected by 20%, which should take into account the amount generated by video and DVD fines, leaves an average annual estimated fine amount of \$41,994 for all other material.

Increasing library overdue fines from 10 cents per day to 25 cents per day is a 150% increase. Projecting that some people may return their checked out material sooner or on time to avoid the increased fine rate, it is reasonable to assume that the amount of fines generated may increase by 100% rather than by the 150% possible. Based on that assumption, it is estimated that the increase in overdue library fines will generate approximately \$42,000 in revenue if adopted for the full 2004/2005 budget year.

The increase to Interlibrary Loan and processing fees, which may not as significantly affect revenues as the increase in fines, will more accurately reflect the charge necessary to cover part of the cost associated with the processing of an Interlibrary Loan item or the replacement of an item and is more in line with what the surrounding public libraries are charging for these fees.

Doug Moon
Library Operations Manager

Attachments

**Survey of Local Libraries
February 9, 2004**

Library	Overdue Fines	Processing Fees	Reserve Fees	ILL Fees
Alameda Free Library	20¢ per <u>open</u> day (Maximum \$5.00) Videos \$1.00 per <u>open</u> day (Maximum \$10.00) Children's material 10¢ per <u>open</u> day. (Maximum \$3.00)	\$5.00	First 52 per year are free. Then charge is 50¢.	None
Alameda County Library	20¢/day Videos, CD-ROM \$1.00/day No fines on Children's materials	\$5.00	None	\$2.00
Berkeley Public Library	25¢/day Videos \$2.00/day Seniors 10¢/day No fines on Children's material, except videos	\$10.00	None	\$2.00
Contra Costa County Library	25¢/day Children's material 10¢/day Videos, CD-ROMs, DVDs \$2.00/day	\$5.00	None	\$5.00
Livermore Public Library	10¢/day (Maximum \$5.00 per item) Videos, CDROMs \$1.00/day	None	None	None
Oakland Public Library	10¢/day Audio/Video cassettes, CD-ROMs \$1.00/day No fines on Children's material.	\$5.00	First 25 per year are free. Then, holds are 50¢ each.	50¢
Pleasanton Public Library	20¢/day Audio/Video cassettes, CD- ROMs, DVDs \$1.00/day No fines on Children's material.	\$5.00	None	None
San Francisco Public Library	10¢/day DVDs, Videos \$1.00/day No fines on Children's material.	\$5.00	None	None

**Survey of Peninsula Libraries
February 9, 2004**

Library	Overdue Fines	Processing Fees	Reserve Fees	ILL Fees
Daly City Public Library	25¢ per day for Adult materials (\$8.00 max) 15¢ per day for Children's materials (\$4.00 max) Videos \$2.00 per day	\$5.00	75¢	\$5.00
Palo Alto Public Library	25¢ per day for all materials (\$6.00 max)	\$7.00	None	\$7.50
Redwood City Public Library	25¢ per day for Adult materials 15¢ per day for Children's materials \$1.00 per day for Videos	\$5.00	75¢	\$2.00
San Mateo Public Library	25¢ per day for Adult material (\$8.00 max) 15¢ per day for Children's Materials (\$4.00 max) Videos \$2.00/day (\$10.00 max)	\$5.00	75¢	\$3.00
South San Francisco Public Library	25¢ per day for Adult materials (\$8.00 max) 15¢ per day for Children's Materials (\$6.00 max) Videos 50¢ per day	\$5.00	75¢	\$2.00

City of Hayward
HAYWARD PUBLIC LIBRARY

March 2, 2004

To: Marilyn Baker-Madsen, Library Director
From: Library Operations Manager

**Proposed Increases for Replacement of
Lost/Damaged Audio/Visual Case**

Proposal:

To review, add to and/or increase the replacement charges as necessary for the City of Hayward Master Fee Schedule, Section VII. LIBRARY, A). GENERAL SCHEDULE OF CHARGES, 3.) Replacement of Lost/Damaged Audio/Visual Case. The cases, holders, etc., listed in this section have increased in price over the years and the replacement charges need to be adjusted. We have also added a new format to the collection that is a video/booklet combination and the replacement of the booklet if lost or damaged needs to be added to the list.

Increased Replacement Costs

Item a.) Multiple cassette/CD/DVD cases have seen a dramatic increase in price over the last few years. These cases run from \$2.99/case for a double audiocassette to \$11.99/case for 20 capacity CD cases. The library has also, due to customer demand, purchased mostly unabridged material over the past two years, which has increased the number of cassettes or CDs per title that has in turn driven up the costs for the cases. Using regular library supply sources such as Demco and Brodart and averaging the costs for replacement cases for audiocassettes, CDs and DVDs produces an average replacement cost of \$6.50/case. Adding in the \$.50 charge for a replacement barcode, the replacement cost for this line item should be raised from the current \$4.50/case to \$7.00/case.

Item c.) Cassette Bags (which should be renamed Cassette/Book Combo Bags) that house the picture book and audiocassette combinations, have also increased in price. The replacement cost of this item ranges from \$1.31/bag to \$1.81/bag depending on the size needed. The average replacement cost is \$1.50 and adding the replacement barcode charge of \$.50 indicates this item should be raised from the current \$1.00/bag to \$2.00/bag.

Item e.) Video Cassette Cases have increased in price to an average cost of \$1.49/case. Again adding the \$.50 barcode replacement charge to this item indicates the replacement cost should be raised from the current \$1.50/case to \$2.00/case.

New Format Addition

Over the last three years we have been adding to the collection a new format, primarily in instructional videos, which is a videocassette that has an accompanying instruction booklet. The cost to replace the booklets if they are lost is between \$3.00 and \$5.00. I propose the addition of a new line to this section of the General Schedule of Charges, item 3. f.) Video Booklets with a replacement cost of \$4.00.

I believe the proposed increase in charges will more accurately reflect the cost the Library Department must incur if one of the above listed items are lost or damaged.

Doug Moon
Library Operation Manager



CITY OF HAYWARD

AGENDA REPORT

AGENDA DATE 4/19/2004

AGENDA ITEM _____

WORK SESSION ITEM _____

TO: Library Commissioners

FROM: Library Director

SUBJECT: Proposed Changes to the Library General Schedule of Charges

RECOMMENDATION:

It is recommended that the Library Commission discuss and take action on the proposed changes to the Library General Schedule of Charges in the City of Hayward Master Fee Schedule for Fiscal Year 2004 – 2005.

BACKGROUND:

Each year departments in the City of Hayward prepare information regarding changes to the current fiscal year Master Fee Schedule. Changes to the schedule can be related to new or existing legal fee requirements, fees that are adjusted annually based on the consumer price index, recommended changes to the existing fee schedule due to cost increases, fees related to new services and administrative modifications to existing fees.

The Library is proposing a number of changes to the General Schedule of Charges for fiscal year 2004-2005. All of the proposed changes, with two exceptions, are due to cost increases. The Library is proposing that the charges for replacement of a lost or damaged video case be increased to cover the cost of the item: ∪ Multiple Cassette/CD/DVD Cases from \$4.50 to \$7.00, ∪ Cassette Bags from \$1.00 to \$2.00, ∪ Video Cassette Cases from \$1.50 to \$2.50. The addition to the Library collection of a new item, Video Booklet, requires that its replacement cost, \$3.00, be added to the fee schedule. The Library is also proposing that the Interlibrary Loan charge be increased from \$1.00 to \$2.00 and that the fee for processing lost items be increased from \$3.00 to \$5.00.

The most significant fee change proposal is that of increasing overdue fines for print material and sound recordings from \$0.10 to \$0.25 per day. This proposal was developed in response to the projected City budget shortfall for the coming year and in anticipation of budget reductions and revenue generation that each department will likely be asked to make as operating budgets are prepared for Fiscal Year 2004-2005.

The current Library General Schedule of Charges and supporting documentation for fee changes developed by the Library Operations Manager are attached for your review.

Prepared by:

Marilyn Baker-Madsen, Library Director

Attachments: Exhibit A – Library General Schedule of Charges
Exhibit B – Proposed Increase in Overdue Fines, Interlibrary Loan
and Processing Fees
Exhibit C – Survey of Local Libraries
Exhibit D – Survey of Peninsula Libraries
Exhibit E – Proposed Increases for Replacement of Lost/Damaged

Audio/Visual Cases